

# General Procedures

## WHEN TO CALL THE POLICE

The police should be called anytime and every time activities are considered suspicious. If a behavior that is witnessed is a dangerous situation that could lead to a threat of the public's safety, then this too would constitute a phone call to the police. Don't hesitate to call the police, the life or property in danger could be at stake.

## IT'S OKAY TO BE WRONG:

The police department knows and understands that citizen's can't always be right about what they think is suspicious or wrongful activity. All the department expects is that their community takes the initiative to also look out for it's best interests.

If an individual calls the department and the incident reported turned out to be a legitimate situation, the police will most certainly not hold the caller at fault for the call. It is the police department's responsibility to respond to concerns of the community that may jeopardize the safety of the public.

## HOW TO REPORT A EMERGENCY:

## DIAL 911

The following are directions on how to report a crime to the police department.

- Immediately dial 911
- Specify the type of emergency: Police, Fire or Medical.
- Follow guidelines – name, where, what, who, when and additional applicable information.
- Is the emergency about to happen, happening now or has just occurred?
- Clarify whether weapons are involved if it is a police emergency.
- Give the most accurate description possible of suspect(s) or vehicle(s) involved and any additional information that may prove useful to the police department.
- Do exactly as the 911 operator says if instructions are given during an emergency.
- Please Remain Calm! Please remember that 911 is to be used for emergency purposes only.

### **HOW TO REPORT A EMERGENCY WHEN YOU CAN'T SPEAK:**

If you need help and cannot speak-

- First Dial 911, then press the appropriate number to get the help you need (for those with touch-tone-telephones only):
  - for Police Assistance, press "1"
  - for Fire Department Assistance, press "2"
  - for an Ambulance, press "3"

[Click here](#) for printable color directions to display.

### **HOW TO REPORT NON-EMERGENCY SITUTATIONS:**

Call the Police Department's Business Line: 617-730-2222

#### **EXAMPLE:**

It is 2:30 am and there is loud music in your neighborhood. It is obvious that there is a party going on, and you need your sleep. This would not be considered an emergency situation. Calling the police department's business line would be appropriate.